



2017 Human Services

People's Choice Awards

STAFF

Thank you!

Thank you to the staff who take the time to write creative, thoughtful, and compelling nominations. That's what really makes this program work.

RATING COMMITTEE

Thank you People's Choice Committee, who read through 146 nominations and made the difficult decisions choosing the top three for each category: Amanda Miller, Amber Nations, Elizabeth Austin, Jennie Sorber, Katie Kenoyer, Krystal Johnson, Laura Mosher, Luz Flores, Maria Chhon, Rebecca Duncan, Sarah Rutter, and Theresa Whiteside.

ROCKLIN B.O.O.M. & AUBURN CELEBRATION COMMITTEE

Thank you to the Auburn Celebration and Rocklin B.O.O.M committees who donated decorations, plates, napkins, cutlery, and goodie bags for honorable mention nominations. If that was not enough they came in at 7 a.m. to get everything in place and stayed after for clean up.

ERIKA MANRIQUEZ

Thank you Erika Manriquez for the lovely balloon decorations! They were amazing and everyone truly loved them. We are so lucky to have you be a part of our team!

PLACER PUBLIC EMPLOYEE ORGANIZATION (PPEO)

Thank you for adding that extra touch of supplying funds for our Award event! We are appreciative of your efforts towards employee engagement for the employees of Placer County!

Marvelous Mentor



A MENTOR IS SOMEONE WHO ALLOWS YOU TO SEE THE HOPE INSIDE YOURSELF.

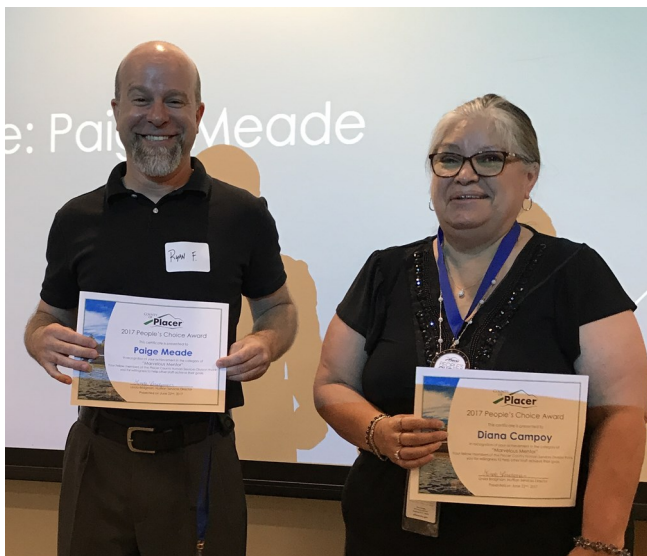
FIRST PLACE: Shelly Alvarez

"I am nominating Shelly Alvarez for the 'Marvelous Mentor' award because, even though she has never formally been my official 'mentor', I feel that I have grown and learned a great deal from her. Shelly brings a great deal of experience to the table, from her extensive knowledge of MEDS obtained during her years with Masterfile to her following years of eligibility experience, she is always happy to share her infinite wisdom. Over the years, I've worked closely with her and was lucky enough to have her as a lead CSPS for a period of time, during which she was always willing to assist with questions and explain things in a way that made sense to me. Now that we work together as peers, I really enjoy being able to continue a beneficial working relationship and assist each other by utilizing and sharing our individual strengths. Even though we are now working at an equal level of responsibility, I would like to acknowledge all that I've learned from Shelly, and to thank her for always being available to guide me through when I'm having a "moment".



SECOND PLACE: Paige Meade

"I am nominating Paige for this category because she is AMAZING. I can still recall the first time I went into her office to ask her a question. I wasn't even in her unit and she gave me the time to answer it and help me out. At that moment, I knew I wanted to work for her just because she was so nice. I was lucky enough to have it happen. She has always held an open door policy and has always made me feel comfortable with anything I have discussed with her. I was unsure of a career goal when I started, but after talking to her a few times about it, I now have a clear path and goal I am striving for. She really helped me realize the goal I wanted when I didn't even see it. She has also helped me research steps I need to take to get there. I know I wouldn't be nearly as organized and focused without her help, knowledge and motivation. It's a wonderful feeling to always leave a meeting confident and ready to take on the next thing... and I wouldn't have that if it weren't for her. Thank you Paige!"



THIRD PLACE: Diana Campoy

"I'm nominating Diana Campoy for the Marvelous Mentor award. Diana was assigned to me as my mentor for the department's Mentee/Mentor program and let me tell you...it is such a privilege to have someone with so much knowledge, experience, and patience as my mentor. So far, she's been great! In our first meeting, we discussed my goals and my past work experience. She listened attentively and made some suggestions, introduced me to another supervisor whose unit I didn't know existed (I wasn't aware CalWORKs and Employment Services were two separate units), but immediately, I was interested in learning more. She has provided a lot of advice and always has time to answer some of my general questions related to her unit. She's become a great resource and I truly appreciate her time, knowledge, and guidance."

Marvelous Mentor

HONORABLE MENTION:

Kim Broyles

"In the past year, Kim has trained three people in the art of all that is clerical in the Tahoe office. She has done this with limited support. Speaking with every trainee, they all sing her praises. I consistently hear how wonderful, patient, knowledgeable and friendly she is. Without Kim the office would not run!"

Patty Cortez

"As the senior for the Auburn ES Team, Patty is an amazing mentor to her team. She has a wealth of information in assisting her team mates with understanding regulations, techniques in working with a participant, and the quiriness of CalWIN. Patty is someone whom I can go to to brainstorm a difficult case. No matter how much is on Patty's desk, she is always open to putting her tasks aside to answer questions and/or offer help."

Greg Geisler (2)

1) "Greg has been a great mentor to his staff and goes out of his way to mentor other staff as well in the Auburn office. He also volunteers to mentor others through the official HS mentor program. I have had staff tell me how helpful he has been and how he continued to mentor them even past the official six-month period. Greg's nature is well suited to being a mentor with his calm demeanor and thoughtful approach. He has a good style of managing people that calms anxieties. I have seen great growth in the people he has mentored and I know it is because of his efforts."

2) "I was very fortunate to have Greg as my mentor last year. In the beginning, he supported me on my journey to becoming a Supervisor. Willing to share his professional knowledge and expertise, Greg provided direction and amazing insight. I was fortunate to achieve that goal but soon realized more than ever I needed a mentor to guide me in my new role. Greg continues to make himself available to answer questions and provide guidance at any given moment. Greg demonstrates a positive attitude and is motivating by the examples he sets. He supports ongoing learning and growth and provides constructive feedback. Greg is a true leader and a forever mentor!"

Patricia Honstein

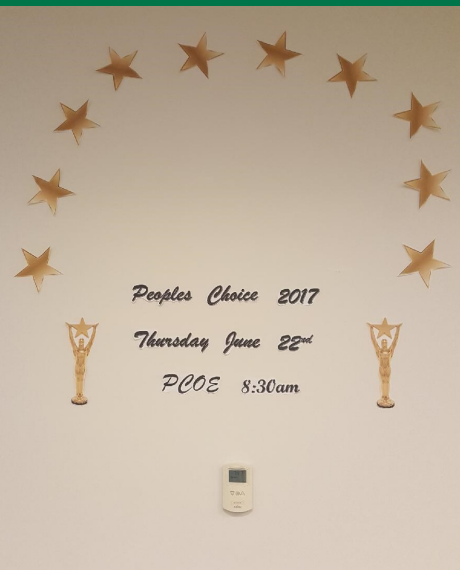
"I appreciate the mentor program the County has offered to help assist the growth of the employee's development, whether it be personal or professional growth. Patti did not originally sign up to be a mentor, however, she is someone I have watched and believe she cares about her job and would make a good mentor. I asked her if she would be my mentor and she gracefully said yes. I have enjoyed the times we have shared already, and feel that I am moving in the right direction."

Jennifer Pettenger

"Jennifer has been an excellent mentor. She has been so gracious and fun to work with. She has helped me learn so much about her duties and what her job entails. She has answered all of my many questions and is always positive. She is helpful and encouraging to her customers and they trust and rely on her. Since working with Jennifer, I have learned so much about a department I knew almost nothing about previously. She is definitely a Marvelous Mentor."

Rhiannon Salondaka

"Rhiannon is an excellent mentor. She takes the time to understand our questions and assists us when requested. She gives great advice and makes sure we understand her suggestions for resolving difficult cases. She is patient, kind, and easy to go to for assistance."



Energizer Bunny



WHEN YOU ARE ENTHUSIASTIC ABOUT WHAT YOU DO, YOU FEEL AND PROJECT POSITIVE ENERGY THAT UPLIFTS OTHERS



FIRST PLACE: Liliana Ayala

"I am nominating Liliana for the 'Energizer Bunny' award because she just never stops and it really amazes me. Whether she is working with other agencies, directly with customers, coworkers or committees, she always gives 110% at lightning speed and never stops. Sometimes we all have those days where we may forget to check up on something or send out an email- but often times when this happens, I'll find that Liliana has already taken notice and completed the task. Everyone around her appreciates her tireless efforts with the Celebration Committee and her devotion to her work, so I think that she is an excellent fit for this category."

SECOND PLACE: Ellen Walker

"Ellen gives extra effort, goes the extra mile, and contributes more than 100 percent to accomplish her job and improve her work place and the community. Ellen has a lot of energy and that energy means she can accomplish a lot in one day. Ellen can go from onboarding a new work experience employee to helping a client write their resume to then assist a co-worker with a difficult client to then end her day at a Chamber of Commerce meeting as a Chamber Ambassador. But her day does not always end there as she is on call at Stand Up Placer and may get a call to assist a person in the community who is in need of help. Ellen also loves to cook and brings dishes for potlucks within Suite 100 where she sits and in Suite 220 when they have their potlucks. Ellen is everywhere!!"



THIRD PLACE: Carli Krebs

"Carli is always buzzing around the office when she is not holed up in her office diligently working on creating more efficient Medi-Cal resources. She is always full of energy and passionate about her job. She is a joy to watch, because being a worker understanding the ever changing rules for Medi-Cal, Carli takes it in strides and works to bring the information as quickly and efficiently to our team as possible. She is always upbeat and happy to help and assist where she can as well."

Energizer Bunny

HONORABLE MENTION:

Aimee Cannedy

"Aimee is the total Energizer Bunny- powered by smiles and cans of Rock Star! She keeps our team focused and motivated to complete our WUs AND have some fun while we're at it. Aimee's positive energy is contagious and she helps us pull through that horrible 2:30 PM feeling. I cannot imagine our team without Aimee there to assist and motivate us each day. If Aimee isn't singing, then her happy feet are tapping out a tune, filling our room with good vibes and good times- all the time."

Stephanie Kriegh (5)

1)"I would like to nominate Stephanie Kriegh for energizer bunny because she flies through cases and around the office. She takes charge of the ICT-In's she completes and make it look easy. She is always full of energy which is quite inspiring. I would love just an ounce of her energy!"

2)"I'd like to nominate Stephanie because she really seems to take on a lot and keeps on going. She works on the Medi-Cal ICT's alone and has always been on top of answering any question I have regarding an application. I see how many ICT's are sent her way on the tally daily and this is no small task. I think she does a wonderful job in working well to represent Placer County and demonstrates how one person's dedication to keep going no matter the workload can really make a difference."

3)"Stephanie Kriegh is the most ideal candidate for this award. Every day she sits in her cubicle and punches out 10-15 cases a day. She has almost single handedly caught up Placer County ICT ins. I believe without her help, we would be half a year behind on bringing these cases in."

4)"I think just the nomination says how much we like her!!"

5)"I'm fairly new to the Human Services Team and I would like to express the wonderful comments I've heard of Stephanie being so energetic and helpful. Stephanie is assigned to process and complete all of our ICT requests and still finds the energy and time in helping others. She's a perfect example of an energetic and motivated team player. Thank you Stephanie for all you do!"

Karolin Miller

"Karolin never stops! She keeps going and going, even when she says her battery is empty. Due to Karolin's exuberant amount of energy, she has the ability to engage our participants. Participants love her warm, happy energy that is never ending. On the days when Karolin is not in the office, participants are disappointed. They miss her smile and energy."

Lisa Sanchez

"I'm nominating Lisa Sanchez for the Energizer Bunny award because well...if you've ever been walking with her, you know exactly what I'm referring to. The woman can move... FAST! She had me huffing and puffing during a walk with her one day. Why didn't anyone warn me? Once upon a time, I could hit 10 miles and still hold a conversation, but with Ms. Lisa...she had me huffing, puffing, and sweating within only 30 minutes! I felt like I needed an inhaler for crying out loud! If you want to get a good 30 minute workout during lunch, I highly recommend you go walking with her, but don't start whining when she walks circles around you...you've been warned. Oh, and regarding work...she's so knowledgeable and always answers my questions to problem cases with my MEDS 1s. She's awesome!"



Duct Tape Dynamo

FIRST PLACE: Dave Cox (5)

1) "Dave Cox is our nominee for Duct Tape Dynamo! When making a service request is going to take too long or cost too much, Courier Dave Cox is our "go to" guy! He is friendly and approachable and always willing to help "GIT-R-DONE" without all the government red tape. This is a list of times Dave has gone above and beyond to assist our out stationed office:

- Picked up tables and chairs from facilities for a retirement party set them up and took them down, too!
- Gave us a consult on the contracted Tahoe mail stops so we could find the easiest and least expensive way to get mail from the Community House down the hill.
- When we are out of envelopes and paper we can always ask Dave to pick some up for us from another Human Services office. He even made a special trip and came back with some the same day when we needed them to complete some packets.
- He "located" a surplus paper towel dispenser from a recently closed department and reinstalled it at our office.
- He bumped out our receptionist's desk giving us more room to walk behind her and pick up printouts.
- With considerable effort, he moved a very large computer table from our office to the "hive" at Auburn HS, giving us more room and better flow to assist job seekers in our little career center.
- When vandals spread garbage from the can in front of our office, Dave offered to clean it up! He donned some protective blue gloves and helped us scoop some very disgusting garbage back into the receptacle.

Without Dave we would still just be making do! Instead he has helped us elevate our lobby to a Zen Job Search Environment! And, he always helps keep our island outpost well supplied!" (Winning nomination)

2) "I am nominating Dave Cox as Duct Tape Dynamo as he is the go-to guy when you need something done or fixed, especially when it comes to those unusual jobs that need doing.. Examples include his work to set up the sit-stand stations in Auburn, hang pictures in the old WIC lobby to spruce up the place, and all the work he did to help find parts or needed equipment during the CalFresh training group move. I have seen him find new arms from another chair for a chair that had them duct-taped on. When someone's desk needs to be lowered or moved, he is always there to help. He keeps tools in his desk and in an old building like DeWitt, those tools get a work out. Beyond the fact that he is always willing to help is his ability to figure out how to make it work. Who ya going to call? Dave Cox, of course."

3) "Dave Cox is the ultimate Duct Tape Dynamo. We are so lucky to have Dave at the Auburn Office. Whenever we need a picture hung, a desk moved, a chair repaired, items picked up or dropped off to surplus he is our guy. He has saved our division tons of money by helping us with each task rather than us having to contact Facilities. Not only does Dave help us with our honey- do lists but we can always depend on him to deliver our most important documents timely and efficiently. Dave also takes great care of the Auburn flag. Each morning Dave will put our flag up, and each night he takes it down with great respect, care, and concern. Dave is known around all of the offices of Health and Human Services- I constantly hear staff of each division singing his praises and telling us how lucky we are to have him. Also, because I am lucky enough to sit near him, I can hear him helping other departments with tasks, fulfilling's their needs at times without them even knowing. He always does his best to ensure whatever request big or small is done

timely and correctly all with a smile on his face. We are so lucky to have Dave in our offices and appreciate all of his hard work and dedication to the division."

4) "Dave is our man! Dave is diligent in not only ensuring our daily pick-up and drop-off of mail, he's there to assist with "Handyman" tasks – such as cleaning up the trash from the outside trash can. You are the MAN! He always walks into our office with a smile and can-do attitude."

5) "Dave is great! Although he is quiet most of the time, if you ask Dave for a favor or to fix something he is more than happy to step up and help out."



Duct Tape Dynamo

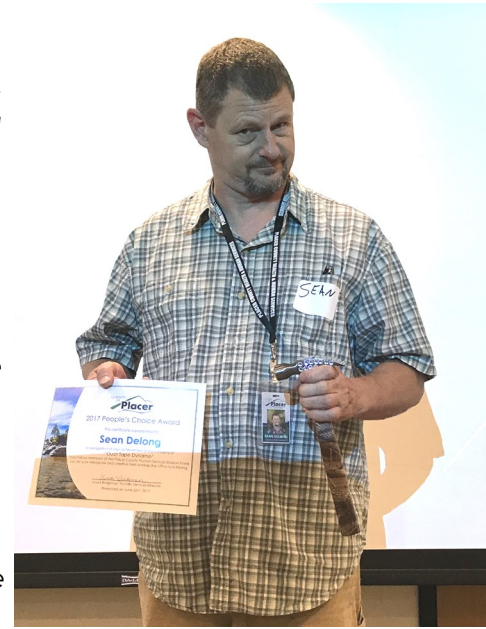
IF OPPORTUNITY DOESN'T KNOCK, BUILD A DOOR.

SECOND PLACE: Sean Delong (4)

1)"Auburn HHS is an old building and it often comes with its challenges, many times Sean is here to help us fix or create within the office. Sean is the office BBQ-er extraordinaire. He has taken the helm of the Safety Committee- arranging meetings, making sure our office is in compliance, running this year's fire drill, attending the County Safety Meetings, creating shelter buckets, and watchful of our office needs of anything safety related. He also is willing to help with any requests asked of him. He has help designed and constructed his unit's decorations. He has built gingerbread houses and ships and even helped me hang lights. I am very grateful to always have someone in the office to go to if needing anything!" (Winning nomination)

2)"This award was clearly made for Sean! This guy can fix anything. Not only does he fix things here at work for us and helps up with our seasonal decorating... He will take time and come over to our houses and fix our stuff there too. Sean is the best and definitely is deserving of this award."

3)"Sean Delong is a compassionate and engaged employee. He is regarded by his peers and clients with respect. Most interesting, Sean sees the world as a place where wonderful things can be built. He is a skilled carpenter and his works are visible in our cubicles during the holiday season's "decoration" events. He is a builder through and through and our team is better for it. If given the chance, Sean would build all kinds of gadgets and tools to make our building self-sufficient and possibly completely off the grid while entertaining the team with his Tom Sawyer style stories."



4)"I nominate Sean for Duct Tape Dynamo! Sean can fix just about anything. He has created cannons, roof tops, tables, and many, many more construction projects for our unit. He is always able to make quick fixes on our desks or other quick office fixes. Not only is he a fix-it man, he is continuously bonding our unit together, being a leader of crock pot Thursday, coming in before start time to make coffee, dropping everything when we need his assistance, and pulls WU's to help the team. Sean assists anyone that comes to him, he is a true team player."



THIRD PLACE: Megan Lucht

"Megan is my go to girl when I am having trouble figuring out how to make something work, especially in CalHEERS. She is always thinking outside the box for ways to make the systems do what we need them to do and her help is very much appreciated. She has been a lifesaver for me on more than one occasion and I know that I am not the only one."



Calm in the Eye of the Storm

YOUR CALM MIND IS THE ULTIMATE WEAPON AGAINST YOUR CHALLENGES.

FIRST PLACE: Sawittre Gregg

"No one fits the description of Calm in the Eye of the Storm better than Sawittre Gregg does. She is often times the only CalWORKs eligibility staff and no matter how many customers are applying (sometimes up to six in a day) she stays calm and 'simply' takes care of the situation with resolve, calmness, and fortitude. I have never witnessed her be anything but upbeat and happy. She comes to work for one reason and one reason only, to serve the customers of Placer County.

Although six applications in a day may seem to some like not a lot, but we see customers the same-day and those interviews can take up to two hours. Do the math! That isn't even possible. However, she will see at least four with full intakes, screen, and make appointments for the others within a day or so. On days, that business is slower, she has her head down and is quickly processing paper work to grant families timely aid. When she comes up for air, she is witty, funny, and very enjoyable. We couldn't run our CalWORKs program as efficiently as we do without her!"

SECOND PLACE: Crystal Durocher

"It'll be ok." "You're fine." These are some of the key phrases that I still hear in my head in Crystal's voice even though I left our training session almost a year ago. When I'm feeling stressed because I had just gotten my case numbers down to an all-time low and suddenly clerical dumps over 100 discontinuance WUs and next month's renewals, I hear Crystal say "It'll be ok." So then I just take it one case at a time, chipping away at my mountain of WUs. When I feel stress because I had to process a case that resulted in an OI/OP, I hear Crystal say "You're fine." So then I remember it was the customer's responsibility to report the employment two years ago, I am just following program rules and regulations. While I know that Crystal gets stressed out about driving in the rain, she displays remarkable calmness and resiliency when work gets crazy and hectic."

THIRD PLACE: Talia Silva

"I nominate Talia for "Calm in the eye of the storm". Talia is amazing with customers. In Auburn, we can see some pretty extreme situations even when they lead to calling Law Enforcement. No matter what the case, Talia always remains calm and has a smile on her face. In situations that I have been called to see an irate customer, Talia is always calm, has the information necessary and takes whatever action is required. She is a true trooper!"

HONORABLE MENTION:

Jennifer Balistreri

"Jennifer Balistreri is a tremendous support for our Human Services Offices. She has many responsibilities including completing and organizing the hiring process for all of our staff, manages and is point of contact for the leave of absences, support to the Assistant Director, and the go to support person for all of Rocklin staff and back up to the Auburn Secretary. She needs to be extremely flexible and consistent- which she is. All of the management depends on her for several time sensitive issues. She completes her work, which is often changing and can be extremely stressful all with a calm demeanor, a smile, and laughter. I am very appreciative of Jennifer's dependability, approachability, eagerness to help, and easy going nature."

Medi-Cal Program

"When reading the description for this category, one team came to mind right away. The Medi-Cal Program team. That's a group that is always resilient when things are hectic! Take open enrollment for instance. Now that's hectic! A storm of applications flow in like a hurricane during open enrollment. System problems complicate matters even further, but this team seems to just batten down the hatches and survives each annual storm like troopers!! No matter how intense things get, I am always amazed at how each and every one of them still manages to have a positive attitude and always have a smile on their face. I think they deserve acknowledgment for all they do, and all they endure!! Top to bottom, they are an amazing group!"



Rock Star Rookie

FIRST PLACE: Alexis Richardson (2)

A NEW JOB IS LIKE A BLANK BOOK AND YOU ARE THE AUTHOR.

1) "Alexis is positive, helpful, and caring. No degree of client challenge is too tall. She offers kindness and care no matter the circumstances. I want to clone her and work with her always! She provides service with a smile, is very agreeable, helpful to anyone who has a problem or question and is consistently helpful and never in a bad mood. Alexis has not only stood out as a case manager but has also flexed her awesome team player muscles. In her first year with our department she jumped in feet first to assist with the annual Recognition Ceremony partnering with a colleague to obtain well over 40 donations from local businesses, she has become an Employee Engagement Ambassador and is currently attempting to recruit her colleagues to participate in the annual softball tournament. Alexis always has a smile on her face and is more than happy and willing to help anybody who asks for her assistance. She is happy to drop what she is doing to assist a client or co-worker in need. She's a pleasure to be around and an asset to our department." (Winning nomination)

2) "Alexis has been with Human Services in Employment Service for about a year. In that year she has done a great job as a counselor as well as being part of many other activities in and out of Employment Services. Alexis helped get donations for Employment Services and Business Advantage Network Client Recognition Ceremony, she helps run the Job Huddle in Employment Services to help clients and the community find jobs, she is part of CalWORKS 2.0/Mathmatica pilot program for coaching clients, and has become a Placer County Engagement Ambassador to help make Placer County a great place to work. Alexis has Placer Pride!"

SECOND PLACE: Herman Barahona (2)

1) "Herman is definitely a Rock Star! Although Herman is not a rookie in eligibility and outreach work, he came to the Human Services team less than a year ago and quickly proved himself to be valuable team member. It's hard to fill the shoes of Mark Barker who was in his previous position, but Herman has made the position and work he does his own. He organized training events from outside partners for the entire staff, he joined several groups within the county to help get to know the community. He ran the VITA program successfully this year without knowing the ins and outs of Placer County protocol. Besides the work he has accomplished this year, Herman is a true team member. He constantly speaks volumes in praise of his unit, the Human Services Division and its staff, Placer County community members, and especially his supervisor and management. He regularly recognizes whoever has helped him - never trying to take credit often reallocating it to the people around him rather than himself. He is one of the most modest persons I have met. He always has a smile on his face, comes to work with a can-do attitude, and puts tons of effort into the work he does. He takes great pride in the work he does, you can tell because of the way he speaks of the outcomes and his vision for the future. Placer County has done a great job in recruiting Herman and I personally am excited for the future that Herman will bring to the Division." (Winning nomination)

2) "Herman manned the VITA program this year in several locations across Placer County as well as maintained his regular workload outside of the VITA program. He was very friendly and professional to all the people we helped (even the rare unhappy ones) and was available in-person and remotely for any questions or concerns the volunteers had during the program. There is no doubt the program wouldn't have been quite as successful this year without Herman. Not to mention he brought goodies for everyone all the time! He really has been a Rock Star Rookie. I couldn't believe he said he was new to Placer County with the way he handled everything on his plate!"

THIRD PLACE: Stacie McNally

"Stacie McNally has not yet finished two years with Placer County and has already impressed us with her ability to strive toward excellence. She DOES get the job and from the very beginning during training and when placed on the floor she was ready. The ability she has to comprehend her work is outstanding and impressive (we should all worry about our jobs!). In December 2016, she was promoted to a WOC Senior position and is excelling. The amount of work that a senior has can be daunting considering you still have your own work to complete but she has not only met our expectations but has exceeded them. This doesn't mean she hasn't had obstacles along the way but it's how you handle those obstacles that really matters. What can I say; she is one that navigates through the daily hurdles like a warrior. We are fortunate to have someone of her caliber!"



Liza Aushev

"From the moment she was hired Liza Aushev has fit right in with Human Services. She moved through induction training very quickly and since being released from training she has progressed very quickly as an intake worker. When she started, her new role was made more complicated when she was asked to split time between Intake and BCW. She accepted this challenge with grace and gusto. Liza is always ready to take on a challenge, adapts quickly, is always ready to help a co-worker (especially with Russian speaking customers), and has a great rapport with customers and her co-workers. She is absolutely a rock star and it is hard to say she is a rookie because it feels like she has been doing this for a long while."

Vanessa Cardenas

"Vanessa has really got a good handle on her cases. She understands the process and is on top of her game. She works renewals as soon as any paperwork comes in and works the case changes quickly too. Great job Newbie."

Chelsea Carson

"Chelsea came to Placer County from Santa Barbara County in November 2016. She has fit into our CalFresh continuing unit with grace and style. Chelsea has a soft style with wonderful knowledge of CalFresh and Medi-Cal. She shares openly in a manner that makes co-workers feel comfortable asking questions and working on cases together with her. Chelsea developed a case comment template that covers all the required information that our unit is using. She presented information on MEDS in one of our unit meetings to help the unit understand how to verify a person through the MEDS system."

Jakki Cuffe

"Placer was lucky when they found Jakki Cuffe. Jakki came to Placer as a PAEL from El Dorado County and was hired as the new Supervisor for the Program Integrity Unit. Jakki hit the ground running from Day 1. As a rookie in Placer, she adjusted to her new work environment while demonstrating an enormous amount of enthusiasm and a high level of energy. She took the initiative seek out information in order learn about each of the areas she was responsible for. She even received her first Civil Rights complaint only a few months after she started here. While that was a new area for her, she quickly did her homework and was handling the case like a pro in no time at all! She has shown an effort to reach out to each of the different program areas to gain knowledge and understanding of job assignments and responsibilities so that she could become familiar with the resources she would need for her unit. Jakki clearly derives enjoyment from her job and always has a can-do attitude. And although there is a separate category for this, she is one heck of a good cook and her salsa is to die for! Jakki is a true Rock Star Rookie!"

Rock Star Rookie

HONORABLE MENTIONS

Marilyn Fisher (2)

- 1) "I'm nominating Marilyn Fisher for Rock Star Rookie. This girl is on FIRE!! She has been a Whiz with WMT and is our go-to girl. She has also shown to be a very competent worker who knows eligibility like she has been doing it forever!!"
- 2) "I nominate Marilyn Fisher for Rock Star Rookie. Marilyn came in and absorbed CalFresh like a sponge. I was fortunate to assist with a few small parts of the training that Marilyn was in. She wowed me from the start. Marilyn is professional, timely, accurate and very motivated to learn. She has a passion for doing the job right and is quick to assist others. Her answers are accurate and well thought out. Marilyn is a quick learner and is always eager to take on more projects. Rock star YES, Rookie...you would never know!"

Brandi Freeman

"We have had the pleasure of having Brandi join us at Placer County. She is vibrant, passionate and optimistic. Brandi is one of those Rock Stars that has come in and taken Medi-Cal by the horns. Her willingness to share her knowledge and work as a team member has enhanced our department. We are fortunate to have her and her extreme intuitiveness. Thank you Brandi."

Shaena Kouza

"Shaena always works really hard to make sure that things are done right and with a positive attitude. She is never shy about asking for help when she is given a new project and wants to make sure that she is providing the best service that she can. It is a pleasure to work with her and to have been able to see her grow since she started."

Holiday Johnston

"Holiday recently joined Human Services Auburn a few months back. She has quickly adapted into the office with ease. She is pleasant, cheerful, and has very inviting personality. Whenever I walk by she always says hi and asks how I am with genuine interest and concern. Holiday has a peaceful and positive outlook and really tries to share that with other coworkers and departments within the county. Holiday is still on assignment with her last department and she tries to provide genuine service to them all the while trying provide the same service to our clients as well. Holiday also is an employee ambassador who works with the other ambassadors within our office to provide a connected feel to the other departments and CEO's office. Holiday takes great pride in the work she does as an ambassador, and it shows through the contributions and suggestions she provides for our office."

Yessenia Nava

"I would like to nominate Yessenia Nava for being a Rock Star Rookie. I can tell when she first started out on the floor she was a little hesitant but she got right in there and adjusted really well. With her attention to detail she will find the most convoluted cases and correct them. She answers calls for all programs and has adjusted really well with answering questions for other programs. Great Job!"

Melissa Quadrelli

"Melissa just started over at our call center, however, when I see her I see that she is striving to bring the best customer service to the people she interacts with. She may not know about all programs, but she is willing to take on any call that comes her way. She usually has a smile on her face and understands that at times our call volume can be crazy and while working with upset customers, she continues to keep her poise and finds ways to assist the customer in the way they need assistance."

Daniel Smith

"I would like to nominate Daniel Smith for the "Rock Star Rookie" award category. Dan came to Placer from Marin County. He started working with the Call Center in January. He is currently one of the higher performers in the call center, averaging over 500 calls per month. Dan came up to speed quickly, learning our systems and processes. Dan uses his time efficiently. He has a no-nonsense approach, gathers pertinent data, is able to understand the issue and gets the customer an answer. He is courteous with customers and has good listening skills. He seeks help as needed to insure correct disposition of calls. Daniel Smith is a great example of a Rock Star Rookie."

All for One

HAPPINESS DOESN'T RESULT FROM WHAT WE GET BUT FROM WHAT WE GIVE.



FIRST PLACE: Deana Sullivan (2)

1) "Everyday Deana has a smile on her face and a positive outlook on life. This is unwavering. Like all Medi-Cal Continuing workers, she has big caseload to keep up on and instead of complaining about it she sets goals for herself and has a positive approach and she inspires confidence in the people around her. She is always encouraging others and telling them where they shine. She is such a bright spot in the Medi-Cal team and we are very lucky to have such a kind, supportive person always cheering us on. She always has a 'can-do' attitude and encourages everyone around her with the same attitude. I have heard people say that they did not know if they could do this or that and Deana replies "If anyone can do it, you can do it" or "you got this!" or "I know you can do it." That is the kind of encouragement that is needed in our stressful jobs and we are lucky to have her. Thank you for being you Deana!" (Winning nomination)

2) "I'm nominating Deana Sullivan for the All for One, One for All award. This woman is one of the sweetest people I have ever met. She's always so kind and has such a positive attitude. She effortlessly makes people's days much brighter. Deana shows compassion and has a truly beautiful spirit. I've noticed that whenever someone gives her a compliment, she ALWAYS has one to give right back in return. Another nice gesture she does, is passing out birthday cake to everyone who is busy working at their desk. Sometimes, she does get ludicrous ideas such as gathering up a group of people and going for a walk, but despite that flaw in her, I still feel she's amazing for being such a great team player and always being so encouraging."

SECOND PLACE: Auburn Reception

"The Auburn Reception team is one fluid working team. They have a tough job and face a tough crowd every day. Even though they face so many challenges they always are working together well for each other. They rotate and cover the counter to give breaks to each other. They work within each other's schedules for time off. If you walk through their area in the office, you'll see pictures of the team together celebrating the team's successes. They acknowledge each other's birthdays in a special way by identifying that person and their individual qualities. They have made it a point to cross train one another to not only help the entire office but to help each other. They support the entire office and show genuine care and concern for the office and division. Even though each person is celebrated in this unit for their individual contributions they acknowledge themselves as a team."



Outstanding Innovator/Problem Solver

SOME PEOPLE LOOK FOR A BEAUTIFUL PLACE, OTHERS MAKE A PLACE BEAUTIFUL.

FIRST PLACE: Donna Hallman

"Donna is my nominee because her contribution to the Employment Services Department is immense. She is not only a vital member of our team, but in serving as the "go-to" person for the E2Lite, HSP and Family Stabilization surveys, she lightens our load and adds joy to our day. Sometimes counselors are fearful of seeking help with their data tracking but all they have to do is talk with Donna and they quickly feel comfortable and understood. It is a luxury for the ES Dept. to be able to count on Donna's work ethic and upbeat and people-centered attitude."

Understanding that time is of the essence Donna works diligently every month to ensure that the E2Lite client list is available to counselors as soon as possible. She is a courteous, gregarious, and most importantly an accessible link between CalWIN reports and useable data. Donna has worked hard to understand ES policy and regulations. She has worked, and re-worked, the counselor's data tracking spreadsheet to ensure usability and efficiency. She demonstrates her playful side by taking the time each month to add humorous photos or images of accolades within each counselor's workbooks. These small touches add a little laughter to our day and demonstrate that not all excel worksheets have to be boring."

SECOND PLACE: Bradley Bartholomew

"I'm nominating Bradley Bartholomew for the Outstanding Innovator / Problem Solver award because he can solve 99% of the technical problems that other people and I throw his way. I always hear people asking him for advice with MEDS / CalWIN / CalHEERs issues. He either tells them how to fix the error or he'll ask for the case number and go through the whole queue or each screen in CalHEERs to see what could be causing the problem. Once he figures out the issue and establishes a solution, he patiently discusses the problem and resolution for future reference. He's always willing to help others and definitely deserves this award."

THIRD PLACE: Carli Krebs

"I would like to nominate Carli Krebs for Outstanding Innovator/Problem Solver. Carli amazes me. She is full of so much knowledge and willing to share that knowledge to help anyone in need. Carli is super approachable which makes it easy to ask questions. Carli not only will answer questions, she will also show you how to resolve the issue, providing you with tools to add to your tool box. If Carli can't fix it then it must need to go to the help desk. It was no shock that she has become the training supervisor as the position fits her perfectly in my opinion. She is a great asset to Placer County as a whole and I am proud to work with people like her!"



HONORABLE MENTION:

Whitney Verbin

"I nominate Whitney for Outstanding Innovator. She is my go-to guru when I am on the fence with regulations, process and procedures. She is very knowledgeable and always able to find answers. She is fair, compassionate and understanding. With those qualities she is always able to assist me with balance when making eligibility determinations. Whitney is a true problem solver and is able to look at many different solutions to issues. Many times I have talked through regulations and been able to come up with solutions for clients."

Above and Beyond

THE DIFFERENCE BETWEEN ORDINARY AND EXTRAORDINARY IS THAT LITTLE EXTRA.

FIRST PLACE: Katie Kenoyer

"Going Above and Beyond describes Katie Kenoyer in every aspect of her life including her work here at Placer County. Besides working as the Senior Client Services Counselor in the BAN unit, a job that by definition means doing just about everything, Katie also volunteered to be a site supervisor for the VITA tax program this year. Katie managed to juggle her regular job duties while training in tax preparation and even achieving the advanced certification so the Auburn Human Services office could serve those with more complex tax issues.

If that weren't enough, Katie is a regular blood donor, a seasoned volunteer for the county elections office, a Sexual Assault Response Team member for Stand Up Placer (which requires her to be on-call in the middle of the night), a trained emergency responder for the Community Emergency Response team in Folsom, a board member for the Auburn Chamber of Commerce and the Foothill Employer Advisory Counsel, and was awarded Ambassador of the Year for both the Auburn and the Loomis Chambers of Commerce. She even danced at this year's Stand Up and Dance fundraiser for Stand Up Placer and raised over \$7,000 for the cause. Honestly, I could list more but it's exhausting just trying to think of everything she does.

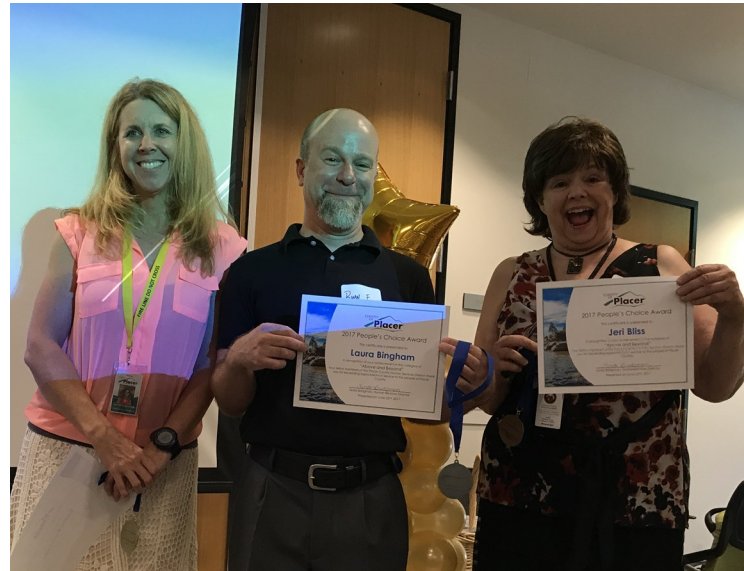
Katie is very modest about her work but she definitely deserves to be recognized for her ongoing contributions to our county both on the job and on her own."

SECOND PLACE: Laura Bingham

"Laura and I went through CalFresh training together and frankly, she terrified me at the time. Her memory and recall abilities were absolutely frightening. Often, she offered up answers to obscure questions that I was certain had never been mentioned in class, only to discover that the topic had been covered and Laura was the only one who remembered the answer.

Fast forward nearly two years and I'm no longer scared of Laura's memory. In fact, I've grown accustomed to—and am very appreciative of it. She is an invaluable resource to me and to the team overall. She's a whiz advising which restaurants in the area serve the type food you are looking for, can recommend books to read after hearing your past reading history, or based on your interests and budget she can suggest places for you to visit on your next day trip. Usually she can even give you directions on how to get there—right down to the freeway exit! This ability to remember seemingly everything includes CalFresh rules and previously worked problem cases. Consequently, she is regularly consulted by team members to provide clarification or explain the "how to" for some unique CalFresh situation. Laura usually has the answer and is always gracious about sharing her time and insight.

In addition to her terrific recall, Laura is always looking at the "Big Picture". While I am usually looking for the concrete black or white/ yes or no answer, Laura LIVES in the murky gray area. We've all heard her say "Yes, but what about..." as she jumps three steps ahead of the rest of us while working on a problem scenario. Earlier this year she had a Winter SAR and while reviewing case comments from the summer RRR discovered an unemployed grown child who was planning to go to college in the fall. He was not removed from the household during the RRR because he was not yet attending school, but going to school is not a mandatory mid-period report and there is no question on the SAR about attending school. "When do we get this kid off the CalFresh case? Do we ever?" Laura asked. This was another opportunity for our "Big Three", Ryan, Dave, and Debbie to gather around Laura's cube for meaningful case discourse. These "Huddle-Ups of Higher Ups" to discuss the finer points of CalFresh regulations seem to occur regularly at Laura's desk. Laura goes above and beyond each and every day. She always gives her best to her clients and co-workers. Additionally, she regularly seeks to improve her understanding of CalFresh by identifying inconsistencies and gaps in the regulations and then works to get answers to those discrepancies. CalFresh clients, our CalFresh team and Placer County are fortunate to have Laura as an employee and co-worker."



Above and Beyond



THIRD PLACE: Jeri Bliss

"While CalFresh induction training gave me a wonderful foundation for being a Continuing worker, there are some duties that you only encounter while on the job that left me quite dumbfounded. There were times when I would have no idea what the customer was asking for, but by piecing together the random bits and pieces that I was able to remember by the time I walked back to our unit, Jeri knew exactly what I needed to do. And when I continued to look at her with a blank expression, Jeri put aside her work to show me on her computer where to go in CalWIN. And when I continued to look like a deer in the headlights, Jeri did not even hesitate to go back into the interview room and resolve the customer's issue while giving me hands-on instruction. When I came across really funky cases with messed up PR cycles and incorrect income, Jeri would laugh and calmly say 'Well here's what you need to do first...' and guide me through the seemingly impossible. I am truly grateful for the assistance Jeri gave me while I learned the ins and outs of being a continuing worker. She made it seem effortless. Jeri continuously went above and beyond...she never ever made me feel like I was bothersome. There were times when I felt bad for asking yet another question, but Jeri always had such sage advice and wisdom, how could I resist asking a master? I have learned so much from Jeri - how to navigate cases and how to deal with customers. I remember shadowing Jeri on my second day when a unique customer complimented her on how nice she smelled- she didn't miss a beat- she

grinned and replied 'That's because I took a shower today!' I was and continue to be in awe of how nothing seems to faze Jeri - she's calm, compassionate, funny, always real, and always genuine. I can say that her absence the past couple months has been devastating to our team. We miss her every single day and we are counting down the days until her return. I have no doubt that the second Jeri returns she won't miss a beat and will be back to her hijinks of going above and beyond...I cannot wait until she's back and her lovely spirit can fill our room once more."

HONORABLE MENTION:

Liliana Ayala

"I nominate Liliana for going Above and Beyond. Liliana took over the Celebration Committee; she leads the group and continues to be creative and makes the events special. Not only is she committed to the Celebration Committee, she makes herself available to answer Medi-Cal questions for my unit. She steps in to assist clients and staff to get the answers needed. It doesn't matter if she is running out the door, she never says no and continues to go above and beyond every day. Liliana is knowledgeable and a very trusty resource."

Mary Barker

"The first time I met Mary I immediately knew that she was someone that I wanted to work with. As luck would have it, I have been blessed to have Mary as my supervisor. I can honestly say that I have never truly respected a supervisor like I respect Mary. In the past I have had supervisors go back on their word, not follow through, and not have the team's best interests at heart. Mary's actions are pure and filled only with the best of intentions. Mary displays all of the amazing supervisor qualities that I aspire to have and I am eager to learn from her. She has a remarkable sense of fairness- defending her employees when needed or ensuring that we correct any mistakes we have made. Mary handles stressful situations with ease and a wonderful sense of humor. She skillfully handles constant interruptions, yet she never eschews her supervisory duties. While I have had some turmoil this past year in losing some beloved dogs in my life, Mary has shown such sympathy and compassion towards me, giving big bear hugs and condolences. When I needed to take time to care for my dogs while they were sick, Mary never made me feel bad for being away from the office. She ensured that my work would be covered, often times completing the telephone renewal interviews herself. I cannot imagine our unit without Mary. She is goofy and fun when we are feeling down, serious when needed, and kind always. Mary goes above and beyond every single day."

Diana Campoy and Lupe Gamez

"Diana and Lupe, have always been happy to use their own time and often, their own funds, to supply us with all the seasonal decorations we see in the Sunset Café. They are always quick to volunteer for any needs that come up in our department. The best part of all, is that they never lose their beautiful smiles, as they do all these little extras."

Above and Beyond

HONORABLE MENTION (cont.):

Suzette Bodiot (2)

1)"As the LEX worker Suzette see customers all day with a variety of questions and needs. Each customer is treated with respect, kindness and compassion. Suzette goes above and beyond to assist them in getting their issues resolved. She works closely with Medi-Cal Supervisors to answer customer questions and ensure the Medi-Cal worker receives the correct forms and verifications to process cases without having to request additional documents from the customer. Suzette has received numerous cards and letters of appreciation from customers she has assisted all expressing how kind and helpful she was."

2)"I would like to nominate Suzette Bodiot for our 2017 Above and Beyond Award. Suzette has brought her knowledge and experience to Placer County and positively empowers all of our customers and her co-workers she is engaged with. I appreciate her diligence to do whatever she can to help assist all eligibility workers; collecting information, educating customers on processing, explaining programs and providing customers resources. Our customers appreciate you and I thank you always working Above and Beyond."

Sean Delong

"On August 10th, 2016, Sean processed one of my SAR 7 reports. On September 7th, 2016, Sean bought our team coffee from Dutch Brothers. On December 5th, 2016, Sean transformed our cubicles into gingerbread houses. On December 14th, 2016, Sean picked out the perfect toys from the toy drive for a needy family. On January 18th, 2017 Sean completed a General Relief renewal for me. Sean has shown this office that he goes above and beyond time and time again. It seems as if going above and beyond comes naturally for Sean - just like his ability to talk about anything and everything. While I do believe Sean plans his days off for times that I am assigned to be LEX, I forgive him because he goes above and beyond for our team every day in so many ways. I know that our unit is grateful for all of Sean's hard work."

Dara Hazen

"I'm nominating Dara Hazen for the Above and Beyond award because although she gets off of work at 5pm, you will always find her working past 5pm. Poor girl, sometimes I've wondered if she knows how to tell time. Regardless, she's very thorough with her work and makes it a point to complete whatever task she's working on. She doesn't like leaving her work incomplete and that's something I admire about her. Her diligence makes her an asset to the Medi-Cal unit."

Jim Mangus

"I am nominating James Mangus for going Above and Beyond his call of duty. These are the reasons why I am nominating Jim for this category: Jim take calls for all programs even though his expertise is in CalWORKs and CalFresh. If a customer calls because they are having a difficult time obtaining verification that their job has ended, Jim will provide the customer with an employer verification form to sign and give him permission to contact the employer; once the form is received, Jim contacts the employer and obtains the information. If it's an intake case, Jim provides the intake worker with the information, if it's a continuing case CW or CF, sometimes Jim will take action on the case. When Jim receives a phone call from an individual stating that they have missed their phone interview and if the continuing CW specialist is out, Jim will go ahead and conduct the phone interview to prevent delay in their benefits so that they'll be able to pay their rent on time and not get evicted. Jim answers phone calls from irate customers calling because they received a NOA due to a penalty or non-compliance with WTW. Jim maintained his composure as he reviews the case, if it's dealing with an IN issue, Jim checks SIRE and if the information is on file, Jim will take care of the case and issue a supplement (no need to create a WU). When dealing with sanction calls, rather than transferring the call to the ES worker, Jim will review case notes and explain the reason for the sanction and what they need to do in order to comply with ES. If necessary, Jim will reschedule the customer for the next available slot. Jim is always mentoring the workers in the Call Center and he is trusted by his peers when he assist them with questions. If a customer is employed by IHSS and they didn't turned the correct check stubs, Jim sends an email and within minutes he gets the information; he passes this on to the specialist or he'll process the SAR 7. (Cont...)

Jim has his designated duties of a senior worker, but somehow he makes time to go above and beyond to take care of the customers need. He also is always willing and ready to help the supervisors in the Call Center and co-seniors. Jim should be commended for his efforts he put forth."

Amanda Miller

"In her short time in the office, Amanda has stepped up to assist her co-workers in any way that she can. She has offered help with cases, office coverage, moral support and pretty much anything else she thinks she can help with. In such a small group it is wonderful to have someone so willing to be a team player."

Cynthia Ridley

"I would like to nominate Cynthia Ridley for the "Above and Beyond" award category. Cindy is one of the highest performers in the call center; averaging above 600 calls monthly. Cindy is patient; she maintains a positive tone even when the customers are being difficult. She gives her customers the best services, by providing detail information regarding their eligibility and always ends the call on a positive note. What I admire most about Cindy is what she does with the additional time when the call volume slows down in the call center. Cindy uses her time efficiently by going above and beyond her normal job duties to help processed older applications for Intakes. She also helps her supervisor process immediate need cases, and the Inter County applications. Her effort and assistance was greatly appreciated. Cindy has demonstrated a dedicated determination to doing the best job possible, and she always strives to do better. I think she deserved recognition for her performance."

Kayla Rooney

"Kayla does a good job as it is when it comes to her customer's, however, I am a 5:30 PM person and I walk by her desk after 5 daily and 2 to 3 times a week she is still here because "I have to get this sent out, or I have to get this approved" for whatever reason the customer may need it. She is always the first to jump and assist her customers or any of her co-worker's customers is she is available and can help."



1) "Marcy Schmidt personifies someone who goes above and beyond in every facet of her job. She is an excellent and caring manager who goes out of her way to nurture and develop her staff. She is very positive and creative in coming up with ideas to meet the goals of BAN. As a result, the BAN unit has won national awards for the last two years and has submitted an award nomination for 2017 as well. She instituted the Employer Recognition Ceremony which has been a very successful way of recognizing Employers, program participants and her staff for enabling our clients to find jobs. She encourages her staff to make suggestions which led to the recent award for the Clean Slate clinic that was recognized last year at the national and state level as an innovative program. Finally, this year she came up with the idea to do an event similar to Veteran Stand Down for our homeless and low-income members of the Auburn community. If that weren't enough, Marcy excels at developing excellent relationships with her business partners in the community. She is truly a great example of someone that exceeds all job expectations."

2) "Marcy Schmidt is certainly not someone who spends a lot of time in the lime light, although her contributions to the division and to the community continue to be phenomenal. Marcy is a supervisor in our BAN unit. While the unit as a whole does outstanding work for our CalWORKS participants and our business community, I think Marcy can be credited with a great deal of the success. Marcy is a strategic thinker, always looking for ways to improve job development and training opportunities for job seekers. Marcy's collaborative work with Economic Development is invaluable toward achieving these goals.

Last summer, over and above her normal job duties, Marcy volunteered to coordinate a highly successful community event to assist homeless individuals and families. The Placer Empowering People event served over 200 individuals and provided services from a wide array of county and community service providers. Marcy's contributions to the Division, Department, and County wide goals are extraordinary and she truly exemplifies the category "Above and Beyond"."

Above and Beyond Cont.

HONORABLE MENTION (cont.):

Jamie Sweeney (3)

1) "I am assigned to the Rocklin Employment Services office but my supervisor is not located in the same building as me. Jamie is not my direct supervisor, but is always there to answer quick questions and to assist in problem solving even though she doesn't have to. She is always willing to go above and beyond in order to get quick resolutions. If she gets irritated with me she never shows it. Her professionalism and positive attitude makes it a lot easier to come to her when I need guidance and assistance. I am keenly aware that she is often overwhelmed and busy with her own staff, but never makes me feel like I am a burden and on top of it all when any of our team needs guidance on next steps with an immediate need customer, she is always there to walk us through the situation and guide us to best step answers in the moment. She deserves the "Patience of Job" award but that wasn't an option so that is why I picked Above and Beyond. Her supervision is greatly appreciated outside her own team and I felt it should be noted publicly that she is a rock star, truly and greatly appreciated, a huge asset and significant part of the Employment Services Team."

2) "I don't even know where to start. Jamie takes care of EVERYTHING and ANYTHING here in Suite 100. Whether it be a client with an unusual request, a facilities issue, or coverage- she is our go-to to get it taken care of, she really does go above and beyond! She doesn't hesitate to take on work, tasks and odd jobs around here. She has all the connections and is truly what I would call our "Team Mom" that keeps us all on track and together while keeping it light and fun. She is so awesome and deserves all the recognition in the world!"

3) "I would like to nominate Jamie Sweeney for Above and Beyond category. Jamie is simply amazing and can be counted on for anything and everything. She goes the extra mile for all of her co-workers and helps them without any question. Jamie is an excellent problem solver and provides the utmost customer service to our customers and always has a solution to any problem she encounters. Jamie always has her door open to anyone and provides a welcoming environment to anyone that needs to talk to her. She is also very fun, outgoing, and can put a smile on your face at any given time. Jamie is very creative and always finds exciting team building activities for the Employment Services All Staff meetings. She is simply the best. I am lucky to have her as my supervisor."

Danielle Winstead

"Danielle is a person who not only gets the job done, she far surpasses your expectations. One example would be that she not only came up with the idea to do a Power Point for the People's Choice awards ceremony, she also put together an excellent newsletter with pictures highlighting not only the award winners but the honorable mentions. I must say I was proud to share it with other divisions that wanted information about our People's Choice awards and it made sure everyone knew all about the wonderful people in Human Services. She also thinks about better ways to do things like suggesting that Mentor/Mentee applications could be submitted using Survey Monkey, which not only made it easier for staff but also allowed the ability to produce reports that streamlined the matching process. When I worked on the revision of the Employee Handbook, she took the extra step to get it formatted using the Placer branding specs so it looked more professional. She has had to take on additional duties to support my role as the Chair of the CWDA CalFresh Committee. Again, with no request, she made name tents for this very large committee. The committee members loved them and once again, she made Placer County look good. In coordinating the recent move of staff into the old WIC area and many other domino moves that followed, she worked above and beyond to get people nicer desks and all the equipment that should could wrangle at a bargain price and got the Facility group to do things far beyond their normal level of service. I know if I ask her to do anything, no matter how busy she is, she will not only get it done but go above and beyond to make sure it is done on time and in a professional manner. Aside from helping me, she has established a reputation as the go-to person in Auburn to get something done for other staff as well. This is just a quick summary of examples I can think of off the top of my head, but Danielle is an Above and Beyond employee on a regular basis. For that reason, I would love for her to get the recognition I think she definitely deserves."

Unsung Hero

I THINK A HERO IS ANY PERSON REALLY INTENT ON MAKING A BETTER PLACE FOR ALL PEOPLE.

FIRST PLACE: Toby Bailey

"I started working for Placer County in 2011, I was nervous about starting with a new County all together. When I arrived to the office in Rocklin it was very quiet and not what I was used to in a welfare office. I was given a temporary desk to sit at staring out of all these big pane windows (which was another thing I wasn't used to) I looked up and there she was a ray of sunshine and her name was Toby. That's right, Toby Bailey she said with a big welcoming smile. She took the initiative on her own doing to come introduce herself and ask if there was anything she could get me. She then assisted me in getting all the supplies I needed and was just so nice and helpful.

Well the years went by and I have talked to Toby again here and there and she was always so gracious and always so helpful and would take the time to explain in detail what she was helping you with.

But up until the last year I have really come to appreciate Toby's dedication and incredible work ethics. When I promoted to my recent position with SIU here I was again a little nervous about the new job and with nobody to really look to for guidance. Here came the ray of sunshine named Toby to help me again 6 years later. Come to find out she had been giving Placer County the last 31 years of her incredible service. Looking at her you

would never have guessed that. She always has an outstanding attitude and is always willing to help out very graciously. Thank you Toby again for making feel at home here in Placer County 6 years ago and today you are much appreciated."

SECOND PLACE: Patty Armenteros

"When I first met Patty Armenteros she was a CalFresh CSPS, just like me. She was in the training class right before mine, and at first it seemed that six months seniority made a world's worth of difference in overall program knowledge, especially in CalWIN. It didn't take long to figure out that it wasn't the additional floor time that made Patty so good with CalWIN; she was just intuitively knowledgeable about the workings of the system in way not everyone can be. She seemed to understand CalWIN to a degree that the rest of us didn't and she was a whiz at getting cases to run the "correct" way. The entire team utilized Patty's skills to resolve system issues and she never seemed to get frustrated trying to solve these puzzles. In fact, she seemed to REALLY ENJOY trying to figure out the problems that came up. Patty was our own private Help Desk and more than once we were spared opening an official trouble ticket, because Patty was able to resolve the issue.

Patty is no longer a CSPS, but is instead the CalFresh representative at the Help Desk. She does not talk much about her new job—actually she doesn't talk much at all-- so there is much about her Help Desk job that I am not familiar with. I know she represents CalFresh interests in CalWIN meetings and works to make sure any CalWIN changes will not adversely impact the Cal Fresh side of things. She also addresses the issues that arise after each CalWIN release. Most important to me, she continues to resolve any day-to-day issues that I have with CalWIN and she still seems to REALLY ENJOY doing it. She always responds to tickets promptly, and status updates arrive regularly.

Patty was an Unsung Hero as a CSPS who dabbled in system issues, and we are more than a day late in acknowledging her for this. She continues to fly under the radar working at the Help Desk performing a job that I can't even fully describe. Her work is mostly behind the scenes and I know she strives to remain there. However, for a least a moment I want Patty to be a "Sung Hero" and to be acknowledged for all her hard work."



Unsung Hero



THIRD PLACE: Bradley Bartholomew



"I'm nominating Bradley Bartholomew for the Unsung Hero award because he has been helping some of the members in our intake team with completing their WUs. We recently lost one of the members in our team and before being asked, he started pulling her WUs so that everyone else in the team wouldn't have to get too many additional work units. I'm also one of the people who he helped and I can't tell you how much his help was appreciated. He is always willing to answer questions, help with technical/troubleshooting issues with MEDS/CalWIN/CalHEERS. He has such an incredible amount of patience, knowledge, and ease with workarounds, it's truly amazing. Although he remains pretty quiet in his corner, his personality and willingness to help others are ASTONISHING and that makes us all fortunate to have him as a coworker and friend in HHS."

HONORABLE MENTION:

Liliana Ayala (2)

1) "Liliana is a great asset, and is definitely an Unsung Hero. She is always willing to help out and does so quickly and without hesitation. Liliana has been integral in a joint effort between CalWORKs and Medi-Cal to make sure that customers who discontinue CalWORKs can continue receiving the appropriate Medi-Cal coverage. She has made herself available to work on these cases all while tackling her own caseload, and she does so without complaint. Liliana is continuously helping others and dealing with the demands of those around her with a quiet poise, never accepting adulation or the offer of gifts from those of us who would like to reward her for all of her help and hard work."

2) "Liliana Ayala is a quiet but powerful woman. She is an exceptional Medi-Cal worker who is always willing to help. You can see evidence of her personality and influence in the fundraisers and holiday events. Her quiet demeanor does not stop her from encouraging others to participate in the employee events. She is always setting up and cleaning up for all those events... She is careful with details and you can see that in her decorations and the people that are connected to her. Her leadership style deserves the unsung hero nomination."

Crystal Durocher

"Crystal is a great example of an Unsung Hero. She is a huge support to my unit as well as myself. She makes herself available to assist our team with any questions or issues that come up. If she doesn't know an answer, she works fast to get the correct answer. She has extreme CalFresh knowledge and is very focused on assisting staff with consistency. Crystal has a positive attitude and shows in her work. I consider Crystal an unsung hero because she is always willing to help in any situation, goes above and beyond then giggles when she is thanked."

Candy Gonzalez-Hernandez

"Candy is an incredibly hard working employee, I literally have to drag her away from her desk to make sure she takes her breaks. Candy is dedicated to giving 110% every single day, she ensures that each case that she handles is done correctly, fairly, and with great case comments to document her actions. As a coworker, Candy is always willing to help the unit when an individual is out sick and she never complains about having to go up front to LEX. One of the best things about Candy is that she always takes the time to acknowledge every one she sees, even if just in passing in the hallway. Candy truly cares about everyone and everything she comes in contact with. It is a privilege to work with Candy every day, she helps make the Auburn office friendly, shiny, and bright!"

Mai Xiong

"You wouldn't even know if Mai was here. She is super quiet and tends to stay to herself. However, if I ever need something or something needs to be done, you can count on her to get it done. She is knowledgeable in her program and is always willing to go the extra mile to help out a co-worker."

Unsung Hero HONORABLE MENTION (cont.)

Amber Hirsch & Marisa Yarmolyuk

"Even on the busiest of days, these ladies are calm and keep the office flowing as the face of the Suite 100. Their customer service skills are finely honed because they enjoy helping people and their children. These girls are constantly required to adapt to the changes in business processes (WMT, Pondera), wear a variety of hats from copy machine repair person to switchboard operator, all while handling the overwhelming amount of customer requests that flood in our door daily. Despite their plate always being full and never a dull moment in the lobby, these ladies never complain and are eager to get the job done. Every person in suite 100 relies heavily on the organization and mastery of their workflow in order to stay efficient and effective. We all feel the pain when these ladies are not in the office to keep things humming along! We are lucky to have individuals of their caliber in our department!"

Maria the Janitor

"I would like to nominate Maria the Janitor as she works hard to keep the office and restrooms looking neat. It may seem like nothing but she always has a smile on her face and always takes a moment to say hello. She is very kind and you can tell she works with integrity."

Helene Nakamura

"I nominate Helene for the time she took time out of her busy work schedule to volunteer for the VITA program. She worked tirelessly from beginning to end, learning the program, working with other volunteers, overseeing the VITA center in Auburn twice a week and participating in Super Saturdays. She was dedicated in getting the job done and ensured customers were given an awarding experience. As her officemate, I witness Helene's dedication to the program. She would prefer not to be recognized, however, by her going Above and Beyond she deserves having her praises sang."

Lourdes Renshaw

"I would consider Lourdes an unsung hero. She works hard to accomplish her goals and I have never heard her complain about anything. She puts our customers first."

Nancy Rea

"Nancy Rea is a great example of an unsung hero. She has managed the Housing Authority program for many years almost single handedly. With only one other staff person, she has kept the program running smoothly for years. In fact, the Housing Authority has been recognized for the last seven years as a high performing operation. Typically around 265 families and 35 veterans annually are able to obtain or maintain housing through this program. Many are senior and/or disabled and might otherwise be homeless. She manages to keep up to date with the HUD requirements which includes updating the 500 page plan annually and noticing the community of any changes. The program also requires inspections and prompt payment and processing for landlords. Every few years, the wait list must be purged and reopened. It is amazing how smoothly this works and a lot of that reason is Nancy's dedication and knowledge. She truly makes Placer look good while never taking credit for her contributions. Sometimes with unsung heroes you don't recognize what they do until they are gone. When Nancy leaves at some point for retirement, it will be evident how much she has done to ensure the success of the Housing Authority."

Talia Silva

"Wow- I don't know how Talia does it! She interacts with so many people each day, treating everyone with respect and unending supply of patience. In addition to always having a smile on her face, I appreciate the fact that Talia gives me a heads up about customers and situations when I go up front for a Duty. I'm sure she puts up with a LOT- but she remains levelheaded and unflappable. In addition to being a great coworker, it is also fun getting to know Talia as a person, she has a great sense of humor! Talia is a true Unsung Hero- she helps our customers through reception to get the assistance they need and often eliminates the need for the Worker of the Day to have to go up front. I appreciate the contributions Talia adds to our office!"

Danielle Winstead (2)

1)"I do not know the specific details about what Danielle does every day, but I do know that she makes sure our office is in tip-top shape and that all of our needs are met- from upper management to line staff. Danielle is definitely a go-to person for us, she knows the answers to almost everything- if she doesn't know, then she knows who you should speak to. I know that if we did not have Danielle, our office would truly suffer. Danielle's contributions give the Auburn office a strong backbone. Her smile and great personality make her a pleasure to interact with- I know that each of us here are truly grateful and appreciative of her efforts."

2)"Danielle is our behind the scenes, do what it takes, and how can I make your work here more efficient and enjoyable ambassador. She supports our work professionally, personally, and legally – answering questions, connecting us to valuable resources, and attending to logistics – all with a positive attitude and cheerful disposition to address our needs as they come up in the midst of her own busy day. Danielle is a bright spot in and throughout our working days here!"

Marisa Yarmolyuk

Marisa is always willing to assist no matter how many directions she is being pulled in. Her manner is consistently pleasant and she is always courteous to customers. She sets a good example for providing great customer service and staff support. Marisa helps support reception in Employment Services, coordinates the Employment Services Production Center, and is great at decorating during events. As part of coordinating the Production Center Marisa not only manages the inventory and packets that are produced in the production center but she also organizes the WEX participants who work in the Production Center. Marisa deals with numerous repetitive questions and often multiple questions asked at the same time with proficiency and patience. Marisa an integral part of why the Production Center is a success and is a valuable employee. Placer County and Employment Services is lucky to have her."

Congeniality/Makes it Fun

SURROUND YOURSELF WITH PEOPLE WHO MAKE YOU HUNGRY FOR LIFE, TOUCH YOUR HEART AND NOURISH YOUR SOUL.

FIRST PLACE: Jamie Pellow



"Jamie loves people, works hard, and always tries to lift the spirits of those around her. She also projects a warm, cheerful attitude to our clients, all of which I believe are characteristics that represent all that is good in our department, and I am pleased to nominate her for the honor of Miss Congeniality. I have seen her resolve conflicts and handle other difficult situations with remarkable patience and admirable tact. She is one of the friendliest people I know and she always arrives with a smile on her face and a happy greeting for her co-workers. Although Jamie is responsible for her own work she can often be found assisting a co-worker with his/her work. Jamie's skills do not end with her office work. She regularly sends inspirational quotes via email to lift her client's spirits and has been known to hang motivational quotes in her cubicle area. She recently volunteered to coordinate National Walking Day, and has begun conducting a weekly yoga class for her co-workers to help encourage health and wellness. I regularly hear her on the phone with someone who has recently attended one of her orientation sessions and she is checking to find out how they are doing and if they have any follow-up questions. Below is from a card Jamie recently received from one of her clients: "Our hearts have been deeply touched by your kindness. Thank you so much for your guidance and assistance. I truly appreciate the time you took to talk with me. You have played an important role in our lives and your help won't be forgotten."

SECOND PLACE: Liliana Ayala

"Liliana is the type of coworker who could easily fit into every category, but without her constant efforts our office would not nearly be as much fun as it is. Liliana is an essential part of the celebration committee - the chair. She makes agendas and minutes, holds all of the decorations, maintains the committee bank (with transparency), passes out flyers and invites, gets the supplies and event food on her own time, and often uses her own resources for the events. She makes sure the office is decorated events (and cleaned up), decorates the birthday wall, and keeps the entire office festive. On top of all of that Liliana is a very caring, nurturing, humble person who genuinely wishes the best for our division, office, her unit, and the work she does. When talking to Liliana, you can tell she cares about you and listens with intent and care. She may seem quiet on the surface, but she has a really great personality and cares a lot about morale in the office. Thank you Liliana for making Auburn office as fun as it is!"



THIRD PLACE: Eric Hauke



"Working in social services can often be stressful. It's not the typical kind of job that one would call "fun". Working with people who are homeless, hungry, and have no way to feed their children can take it's toll. Our work environment along with the support of our co-workers often get's us through the day. It's staff like Eric who brighten each and every day with his humor and quick-wittedness. While being pleasant and professional, Eric can also lighten the mood with his crazy sense of humor. In an instant he can crack a joke or simply make a witty comment and in an instant everyone around him is laughing. So thank you Eric for making us feel better, increasing our immunity, relieving us of stress, increasing our connection with others, and boosting our mood and confidence while helping us get through what might otherwise be difficult days!"

Suzette Bodiot

"Since joining our team Suzette has brought a great attitude and fun spirit. In particular she has really helped me out with one of my weaknesses. I am not good at planning events, fun stuff, potlucks, or anything similar. One day as we were chatting she mentioned that she likes to do and plan fun things in the office. Immediately the wheels in my head started to turn. I asked her if she wouldn't mind being my secret helper for fun things around the office. She agreed and every few months she plans something fun and seasonal for me to gift to my staff. I can't say enough how much I appreciate her help with this. I couldn't do it without her!"

Aimee Cannedy

"I nominate Aimee for Congeniality/Makes it Fun! Aimee is always friendly, outgoing and personable. She can always make me laugh, even first thing Monday morning without coffee. Aimee participates in the potlucks whether it's providing cute décor or bringing a yummy treat. She encourages our unit and is a true cheerleader. Aimee has fun ideas and a great spirit. Aimee is always welcoming to new comers and makes it a point to include everyone."

Cara Consentino

"Cara always greets everyone with a smile each day. She has a fun upbeat bubbly personality that makes working with her a joy. Cara makes me laugh every time I am around her by just being herself. She is laid back, easy going and hilarious. If I need a little mood pick me up on a dull day I visit with her and always walk away with a smile. Cara truly makes work fun."

Carrie-Anne Laird

"Carrie-Anne can be counted on to keep a positive outlook. She often comes through with a quick-witted joke to break up a busy or difficult day. She is always laughing, and her laugh is contagious and brings up the spirits of those around her."

Karolin Miller

"Karolin can be counted on to brighten your day. She is eager to help customers and brings positivity to a bad day for them. She has great team spirit and includes her whole team. She is an easy person to work with. She has a kind spirit and wants to help everyone, clients and co-workers. She is liked by everyone. (Karolin is a genuine person and you can tell that she truly cares about her team, customers, and friends (cont.)

Congeniality/Makes it Fun

HONORABLE MENTION:

Karolin's laughing and happiness can be heard throughout the office. You always know when it is her RDO because the office a little quieter without her there laughing and brightening the day. Often times when she is not in the office customers will come in to ask questions and want to know why she is not there because they like talking to her. Past customers who no longer utilize services often stop in to say "hi" to Karolin and see how she is doing. Karolin is a valuable team member and an asset to the Placer County."

Christy Simkins

"Warm, sweet, slightly crunchy on the outside...sounds like the perfect cookie, right? Well, actually, it's Christy. Christy makes coming to the office fun every day. Christy may be a teeny tiny bit crunchy sometimes BUT she truly has a heart of gold and is an incredibly generous person. Christy is always more than willing to help fix a tricky case, and will help others without hesitation when our unit is short staffed. Christy has an excellent sense of humor and it makes the days go by quickly when we are able to laugh and joke while we work. She definitely helps boost the morale in our unit, I cannot imagine our office without Christy's presence."

Kristina Swank

"Kristina provides friendly interoffice competition- well, at least I hope it's friendly! We nurtured our competitive spirit last year in Blue Oaks A, and needless to say the distance between us now has only intensified my desire to keep my WU's lower than hers. When the WUs seem never ending, I can always feel better by seeing that I am 3 WUs lower than her...it's the small things in life that keep us going! Just for fun I will let her win sometimes, to boost her self-esteem, but those times are rare. Kristina and I may not sit together, but she does help make my workday better!"

Jamie Sweeney

"Jamie Sweeney always makes an effort to bring the team together to make a work day fun or make staff feel special. Whether she's creating a scavenger hunt or a trivia game for Employment Services for a unit meeting, coordinating a fun holiday activity such as a pumpkin carving during lunch to bring staff together, organizing a potluck for Cinco De Mayo, or coordinating a fun paint night for staff to unwind and NOT talk shop; she's always thinking of ways to boost morale and comradery. Each holiday, Jamie leaves a little something at her team's desk to show her appreciation and brighten our day. Her effort to "make it fun" at work doesn't go unnoticed!."

Carla Zuloaga

"I am nominating Carla Zuloaga for the Congeniality/Makes it fun award. She is always in a positive mood. Even if she is having a hard time with CalWIN or CALHEERS not working properly or had a difficult customer on the phone, she is the first one to lighten the mood by cracking a joke about it and moving on. She seems to lift the spirit of those close to her. If I'm feeling board, I can always count on her to get me out of my rut by talking about movies, or books (her favorite tend to be Rom Com's or anything related to prison or crime). I can also trust that she is one to go to if you're in the need of a good laugh. Her laugh is very contagious, which you can hear often at lunch while she is watching a clip of Kevin Hart or Anjela Johnson. Even though there are many people here in the Rocklin office who I feel make our environment fun, I feel Carla is one of the top contenders for this award. She is always seen wearing a positive attitude and a great smile."



**KINDNESS AND COURTESY
ARE AT THE ROOT OF A
POSITIVE CUSTOMER SERVICE
EXPERIENCE.**

FIRST PLACE: Martha Hyers

"Martha upholds excellent customer service every-day - combining professionalism with a dash of humor and smidgen of spunk. I've overheard some of her intake interviews, and I must say how impressed I am with the tact and poise she displays. Martha holds her customers accountable and keeps them on track during the intake process, all while displaying compassion and empathy. She greets all her customers with a smile, treating each individual with dignity and respect. I often hear laughter from

her room as Martha might make a joke to help the customer feel more comfortable and put them at ease. She never makes a promise to the customer that she cannot keep- and the same goes for her coworkers. Martha means what she says- and says what she means. While I am not on the same team as Martha, I can vouch for the fact that my unit loves having a visit from her each day. I have no doubt that word on the street has it that Martha is the best intake worker in Auburn! In lieu of a certificate, Martha should be awarded with a big bag of peanut M&Ms."

SECOND PLACE: Karolin Miller

"Karolin is the friendly face of Auburn Employment Services. She greets everyone who walks in the office, on the phone, and on email with a big huge genuine smile. She is willing to help anyone out even if she is swamped with her own work. She has phenomenal computer skills which she will generously share with anyone who need assistance. I was working with a customer who was taking an excel class. She had a question about one of her excel class projects that I was unable to assist her with. I called Karolin and she stopped what she was doing and got on the phone with our customer and walked her through the process. She even followed up with her with an email with written instructions! This enabled our customer to finish her class project and submit it on time. Now that is fabulous customer service! I have watched Karolin walk someone through setting up their social media accounts, or help them with their resume and job search. She does so many important tasks for Employment Services behind the scenes; daily job leads that go out to over 2,500 people, presentations at Placer School for Adults, assistance at Job Connections and Job Fairs, training WEX participants, etc. all with that smile on her face! Karolin is one of Placer County's finest!" (Winning nomination)

THIRD PLACE: Connie Chrisos

"When we think customer service, we always think of our clients on the other side of the glass or the phone. And yet during meetings, we hear managers attest that our coworkers are also our customers. Today I want to nominate coworker, Connie Chrisos (HHS-Sunset Document Imaging) for the customer service award for the consistent, high quality service I see her give to all whom she comes in contact with. Document Imaging is not on the front lines handling customers directly, but when a worker needs to find missing papers a client swears they turned in, Connie is always ready to help not only with a smile but a sincerely willing attitude that makes the daunting, time consuming task of searching through mountains of paperwork a breeze. Connie is highly compassionate when dealing with confused coworkers asking very thorough questions and taking her time to decipher the situation and the various places lost papers could be. Connie is always professional, always jumps in to lend a helping hand, likes troubleshooting with employees, and has a friendly, social personality that shines when she is working closely with others. It's an honor and a pleasure to watch Connie in action with coworkers because it's of the highest level of customer service."

Customer Service

HONORABLE MENTION:

Anna Denise Brown

"Denise has such a pleasant demeanor with our customers. She puts the customer at ease and listens to what they need. She takes the time to be sure everything is right."

Jennifer Pettenger

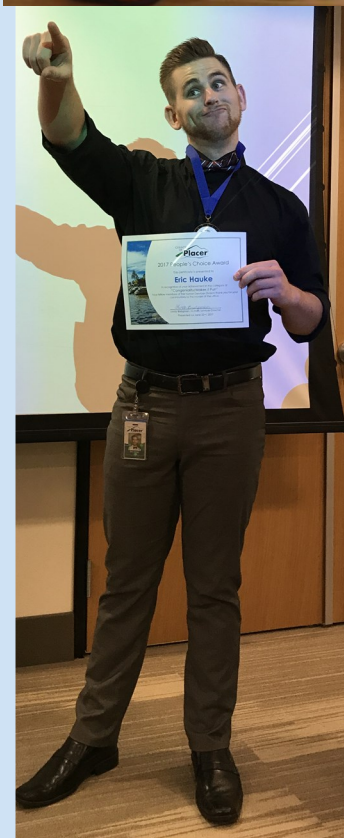
"I am pleased to nominate Jennifer for the Customer Service People's Choice Award. Jennifer's customer service skills are exemplary. I have known and worked with Jennifer for five years and have always found her dependable, efficient, and unfailingly punctual. Jennifer can be counted on to always go the extra mile with difficult customers. She is incredibly adept at de-escalating a difficult situation-- an incredibly valuable skill. Customers can sometimes have unreasonable demands and making them happy while still following county policy and regulations means continued positive results for the Employment Services department. I appreciate the effort that Jennifer makes to maintain a positive attitude even when faced with a challenging situation."

Jennie Sorber

"I have worked with Jennie approximately 5 years. She is always going above and beyond to assist customers with their healthcare needs. She spends several hours on the phone each day explaining Medi-Cal program procedures/regulations to customers. She considers the most beneficial program for the customer and she takes the time to explain options."

Michael Tipoff

"Michael has a friendly and kind demeanor. Participants frequently express how thankful they are for Michael's patience and care when meeting with them. Michael takes the time to get to know his participant, understand their situation, and offers valuable information. Michael is passionate about helping those who are hurting and in greatest need of our resources. Participants feel a sense of wellbeing and support after meeting with Michael."



Leadership

LEADERS BECOME GREAT, NOT BECAUSE OF THEIR POWER, BUT BECAUSE OF THEIR ABILITY TO EMPOWER OTHERS.

FIRST PLACE: LINDA BRIDGMAN

"When I think of a great leader and supervisor the first thought that comes to mind is Linda. She is a wonderful leader. She encourages job and personal growth to each individual and takes time to actively listen to anyone who asks for her audience. No matter the employee under her or anyone else, even those outside of Placer County, she will take the time in her very busy/demanding schedule to listen and counsel when asked. She developed a program for new hires to come to her office three months into their new position to talk about their individual goals, any problems they may have, any improvements a person may see that could be made, and really get to know each person. She remembers those talks, often trying to make those advancements people desire, and gives each idea credence and importance. Also she encourages employees to come back at any point if/when needed. She introduced a mentoring program to allow folks to learn about other programs, learn from supervisors and peers how to interview, allow for collaboration and contacts outside of one's group/unit. She encourages creativity within every job role allowing individuals to grow their professional selves by encouraging training to staff, allowing for time, and even having meetings with department heads and the learning department to grow the training offered at Placer County and advocate for our division needs. Linda has helped create Placer County Human Services to be a leader of innovation among other counties within the state. Under her leadership we are sought out to be pilot program for several programs and applications. We have won several awards, some of which she wrote the application herself. Linda spends time growing each of her direct employees. She has set up one on ones and individual mentoring to grow each person under their own goals. She encourages them to push themselves and ask for help whenever needed. In fact if someone feels overwhelmed, she has created an environment where they could ask for help and she rolls up her sleeves and helps. She encourages morale in the office and isn't afraid to push the boundaries of rules and regulations within the county. She has encouraged the celebration committees in both offices and actively participates (even when she is not here). She encouraged the development of wellness in both offices by providing space and allowing for wellness items at individual work stations. She is a staunch defender of the entire division. There has been times where programs or people are threatened by budget cuts and she goes to bat and tries each and every way to keep the employees and programs we offer. Honestly this is a small sampling of the many wonderful things Linda brings not only to her direct staff but the entire division."

SECOND PLACE: JAMIE SWEENEY

"I would like to nominate Jamie Sweeney for being an excellent supervisor. How you may ask... Most supervision positions focus on the product and/or quality of the job being done. In Employment Services it is no different. Besides assuring that staff continues to produce great case management, Jamie creates her own spreadsheets that help track of how staff is progressing in meeting Work Participation Rate (WPR), but also verifies that each one of her staff continue to provide the best customer service possible. This of course may not be anything out of the ordinary for most supervisors. (cont.)"





SECOND PLACE: JAMIE SWEENEY (cont.)

Where Jamie differs is that she is balanced between the work that needs to be accomplished and ensuring that staff is content in their positions.

- **Morale:** Jamie will come up with different activities each season to get staff to interact and break them out of the regular routine. For Halloween she invited us to create jack-o-lanterns during our lunch break and provided refreshments for those of us that participated. For Christmas it was the "make your own ornament" session; Valentines we made gigantic cards for children that could not celebrate Valentines with their classmates and Jamie delivered the cards at a Hospital for the kids and of course for unit meetings there is always a challenge or team building activity to get us all involved.

- **Charisma:** Jamie has a great attitude and a personality that people are drawn to. She never needs a microphone and has surpassed many speed talking competitions (just kidding) but you do have to keep up when she talks. She always seems to find a silver lining and turns any negative experience into a laugh-a-thon.

- **Respect:** Jamie's work ethics are always exceptional and implements guidelines and adheres to expectations that staff meet for the success of the department. Earning her respect among staff, colleagues and management.

Overall Jamie is very knowledgeable, analytical, personable, creative and just plain great to work with. She encourages staff to grow within the department and promotes collaboration and open communication. Not just a supervisor, but an exceptional human being."

THIRD PLACE: TAMECA DODD (2)

1)"I think that while many of us do not interact with Tameca on a daily basis, she serves as a pillar and leader for the CalFresh division in our department. Tameca demonstrates excellent work ethic and her efforts do not go unnoticed. I have enjoyed the implementation of the CalFresh blasts and monthly newsletter as friendly reminders of regulations, processes, and updates. I believe that Tameca is a great advocate for CalFresh workers by looking for ways to improve program functionality and striving for ideas that will benefit workers in the long run. I know that a lot of what Tameca does is behind the scenes and most workers may be unaware of her presence in our daily duties. I'm greatly looking forward to the new trainings led by Tameca and Crystal - and I appreciate that they sought our input regarding topics we would like further instruction and training on. Tameca has such a wealth of knowledge regarding CalFresh policies and regulations, yet she is never condescending or impatient in assisting others. I feel confident as a worker to have Tameca as one of our excellent trainers and leaders- I have no doubt that she will continue to have a strong presence in our office in the future. " (Winning nomination)

2)"I nominate Tameca for Leadership. Tameca is very professional, kind and generous with her knowledge. She is always prepared, follows through on commitments and delivers information in a professional manner. Tameca is supportive and makes herself available to listen. She is kind, fair and considerate. She has been a huge support to me as I continue to grow as a new supervisor. Her actions are inspiring. Tameca makes time to assist and inspire others. She values education, development and growth. Tameca is very dedicated to process improvement for the betterment of others. "



Leadership

HONORABLE MENTION:

Mary Barker

"Mary is an EXCELLENT leader. They say that a leader is someone you would follow, even if you don't like where they are going. I would have to say that I would follow Mary into just about any situation because one, I trust her, & two, I know she has got my back. For me those are the two most important things in a supervisor. I'm very lucky to have Mary as my supervisor and I hope that she is an example to others on how to lead."

Anna Denise Brown

"If there is one person that you can count on for assistance, that person would be Denise Brown. She is the most honest and caring person with a heart of a teacher. She is very approachable and she always has helpful case solutions with an optimistic attitude. Denise always displays compassion to help others succeed, she is the perfect example of great work ethics and she exhibits case work discipline. Denise will always greet you with a smile and always find the positive side of anything; she is a true leader."

Jakki Cuffe

"Although Jakki Cuffe has only been here a short time as the Supervisor of the IEVS Unit I am amazed how she just conformed to her new role as Supervisor and especially coming from another County to just step into and make it her home and make us all feel comfortable with her stepping in to lead our group. Jakki has shown that she is a very capable leader. She keeps up with all the latest information and regulations available and passes it along to the rest of us on a regular basis. She makes sure she includes everyone in on the decisions she makes that concerns our team and is always open to any ideas we made have. As the County Annual Walk event email came over another email quickly followed by Jakki with excitement for us all to come together to make a team up with creative ideas to make this a fun event and asked for our input. She always reaches out to the rest of SIU members as if not to leave anyone left out. She is very considerate in that way.

Jakki is a ray of light that was much needed at the time she came on board. Always trying to find a way to cut time off the workers already heavy load with creative ideas and always going to the sources to find out information that may help us all in the long run. Jakki's door is always open and not just because it is required to be that way. Her door is really open and she greets you every time with a warm smile and a attitude of a leader that wants to genuinely listen and then take action on what she hears. I feel we are going to have a bright future ahead of us in the IEVS Unit due to the change in leadership we have been bestowed with. Thank you Jakki it is great having you join us."

Ryan Fruchtenicht

"Ryan has shown great leadership in developing and strengthening the CalFresh program and its staff. He has worked to ensure more consistency between offices and has improved the dissemination of program information through program meetings and a newsletter. He has worked to form a program team to better coordinate the training and program functions as well as launching the quality control review process. He started with most of his supervisors being new to the job and has helped develop their supervisory skills. He is respected for his knowledge, integrity, hard work and being a positive team leader. He exhibits confidence in his team and is accessible to them. Under his leadership, the CalFresh program has improved in terms of service and program integrity."

Susan Kimbley

"Susan Kimbley has displayed great leadership skills over the past year. A recent example was her work on the WMT implementation. Susan worked tirelessly to pull together the staff needed to help set up the tasks or should I say WUs? She coordinated well with IT and the vendor. One important characteristic of a leader is that she made a point to involve staff early on and listened to their concerns and suggestions. She communicated well, another quality of good leadership with her WU newsletters and frequent updates. She stayed calm throughout the process and handled each challenge calmly and decisively. The smooth implementation of such a major change and acceptance by staff is a great indication of her leadership skills."

Michelle Kreeger

"Michelle Kreeger is such a good leader, that her team has won consistently as one of the best teams. She works to develop her staff and their comradery. Her group faces a lot of challenges, as the Auburn lobby is often a challenging place. She helps maintain a confidence that her group can handle those challenges as they arise. She also makes sure to make the Tahoe admin staff feel like part of the team and helps to ensure coverage. She inspires her team and brings out the best in each of them. She is knowledgeable and respected by all for her integrity and dedication."

Logan Pratt

"Since I've been working in the Call Center, I have felt a sense of team work, sense of belief that management is listening. I believe that comes from my manager taking the time to really listen to his employees and finding ways to support his team below him while also working and supporting his upper management. This only strengthens my desire to continue to do good and makes me feel that I can grow underneath him."

Leadership

HONORABLE MENTION: (cont.)

Rosey Rivera

"I'm nominating Rosey Rivera for the Leadership award and...I'm not just nominating her because she's a Raiders fan or because I recently got an increase in my pay check either. I truly feel Rosey is a great leader. She makes me feel comfortable speaking to her about anything, even when she's busy, she'll stop what she's doing and give her undivided attention. She always has an awesome attitude and I truly appreciate her open door policy. The HHS department is lucky to have her as one of her leaders."

Sarah Rutter

"Sarah is the type of leader many should aspire to be. She is thoughtful, even tempered, concise, and very professional. Her work organized, thorough, and always timely. She has created a professional atmosphere within her unit, provides a great daily/weekly mentoring, and attending to their individual needs. One of the things that stand out about Sarah is her decision making skills. She takes time in considering options, keeps emotion out and is honest and fair. Sarah sees value in each of her staff and genuinely wants to help build each of her staff. I think Sarah is an invaluable asset to the Human Services team and I see her going to the top!"

Krista Shalley

"I would like to nominate Krista for the amazing supervisor she is. Krista is the type of supervisor I can go to with ease knowing I will receive affirming feedback. She strives to support me in my strengths and goals. She brings perspective to situations I may be frustrated about. Krista's knowledge and experience allows her to provide sound advice, direction, and support to her team. I am privileged to be on her team."

Carlos Urbieta

"There's a saying I've heard often lately. It goes something like the following: An employee who feels appreciated will go above and beyond in their job performance. Carlos, the Senior in our unit, always goes out of his way to say things like, "Great job!, Well Done!, Fantastic work!," I could go on but, you get the picture. Personally, when I hear those comments, coming from our Senior, it really picks me up and makes me feel like a million bucks! Not to mention, I do the best job I am able to, so I can hear it again! When the job becomes overwhelming, and it often does, Carlos is always there to pitch in and help, so we do not get behind in our daily tasks. He watches out for us all and has us help each other out with our workloads when necessary. There is a world of difference since Carlos joined our team. I would like to say to him, "Great job!, Well Done!, Fantastic work!"



Team

THE ACHIEVEMENT OF AN ORGANIZATION ARE
THE RESULTS OF THE COMBINED EFFORTS OF
EACH INDIVIDUAL.

FIRST PLACE: CALFRESH INTAKE - Nataliya Kurinna's Unit

"Sunset CalFresh Intake Unit is a real team consisting of the workers who care not just about their own work to be done properly and timely but also about the team members. CalFresh Intake is a very challenging position to be in; in this unit, you have to be flexible, have excellent multitasking skills, be stress-resistant, be able to take accurate decisions fast, have great customer service skills and so on. All the workers of this team meet the high standards and expectations that the position requires and they succeed.

The workers of this team stand for one another and with one another to achieve great results. The customers get a wonderful experience of dealing with the intake workers in Sunset office as they always get great customer service, accurate determination of their benefits that are very often issued same day (or very thorough explanation of their ineligibility), and referrals to various services and lists of resources the customers might be in need of.

The workers of this unit watch out for one another by assisting when and where needed without being told. When a unit member is out, the other members will check their WMT to make sure all their applications are taken care of timely; on cases with Expedited Services, they will make contact with the customers and take action on cases as soon as possible. The workers of this unit don't have any problem with pulling someone else's application or task and processing it; it's about the work to be done.

The workers of this unit always have something new put on their plate and they are open to new challenges and complete all assignments efficiently. The workers of this team are a real work family; they support one another emotionally to alleviate stressful situations and overload. There's always lots of humor and open-minded comments in this unit; they share their opinions openly and willingly.

There's something unique about this unit: its members make sure there's always an appropriate coverage in the unit; before requesting time off, they check the calendar with scheduled absences of other team members and schedule their time off around that. It's a well-bonded team members of which have the commitment to do their job to the best of their abilities."



Team

THE ACHIEVEMENT OF AN ORGANIZATION ARE THE RESULTS OF THE COMBINED EFFORTS OF EACH INDIVIDUAL.

SECOND PLACE: CALFRESH CONTINUING— Debbie Lamantia's unit

"I want to nominate the CalFresh Continuing team for the following reasons: Over the past three months our Supervisor Debbie has taken the time to meet individually with each team member to go over any eligibility errors we have made in an effort to help us all succeed in completing our future work units with little to no errors at all. Each and every one of us has made errors, but what is great about this team is each person in this unit has taken the responsibility to update their knowledge that is required to ensure that the same mistakes are not made in the future. We have all work diligently to improve our error rates and I feel that we have made substantial growth. Each month there are less and less errors. Usually you brag about how great teams are due to unity and assisting each other, and how nice we are (Although all those are true as well) but I think Ms. Debbie has opened our eyes to slight errors which has now increased the integrity of each case that is authorized. I think each and every one of us takes pride in the work we do, and as a team we have all become more efficient in program eligibility. Suzette is our LEX, and since she has taken over the position we have had more time to work on our cases since she has become so efficient at her job, her efficiency allows our team the time to get our work units completed. Great job team! WE ROCK!"



Team

THE ACHIEVEMENT OF AN ORGANIZATION ARE THE RESULTS OF THE COMBINED EFFORTS OF EACH INDIVIDUAL.

THIRD PLACE: CALFRESH CONTINUING - Mary Barker's Unit (3)

1) "I nominate the CalFresh Continuing Auburn Unit for "TEAM". I am so proud to be part of this team. They accepted me from the beginning. I watched them form as a unit through ups and downs with different supervisors. A few staff changes have happened over the years but the dynamics never change. The group is accepting, supportive and full of spirit. Sean is our Care Giver...he fixes things, makes us coffee, started crock pot Thursday and always jumps in to complete WU's. Herman is our Informant...he keeps us updated and is our link to the outside world. He is a wealth of knowledge. Aimee is our Coordinator...she keeps our calendars, keeps us in line and maintains a positive attitude. Marilyn is our Rock Star Rookie...fresh out of training she jumped in and keeps us on track, keeps us consistent and on the same page. Christy is our Constant. She keeps us grounded when changes come about, Christy stays mellow and sees the "big picture". Candy is our Worker Bee...she works hard and quiet but when she comes out of her shell she keeps us laughing with her positive, gentle personality. She demonstrates strong work ethic and is fun, loving and very generous. And Jeri is our Unit Mom. She brings kindness, support and generosity to the unit. She is there for each of us whether it's to help figure out a case or help figure out life. This unit is like a family...sometimes we disagree and there might even be a little bickering, but we all care deeply about each other. We have rubber band fights, crock pot Thursdays, dress alike for Halloween and have each other's back at all times." (Winning nomination)

2) "I'm nominating my unit for the Best TEAM!! I cannot say enough good things about the people that I work closely with on a daily basis. Starting with our leader Mary Barker, who goes above and beyond her job duties as a supervisor and is always trying to improve the way we do business and serve our clients. Next Aimee Cannedy our Lead, is a wealth of CF /GR knowledge and always available for questions. She is welcoming and never makes you feel like she is too busy to help. Sean is our LEX and we couldn't do it without him!! He is our first line of defense.. LOL He does an amazing job answering client questions and taking care of them on the front end. Herman, our outreach although he is out doing outreach most of the time when he is in the office he is full of outreach info and ready to help out however he can. Marilyn, is our Rock Star Rookie! Whether she wins the award or not, she has shown to be an amazing problem solver and she knows her stuff with WMT. Last but not least is Candy. Candy is just as sweet as her name. Always ready to help out however she can, and truly cares about each one of us."



Team

HONORABLE MENTION:

Mary Barker's unit (cont.)

3) "Mary Barker's unit is an awesome team. The moment you walk into their area a feeling of light and fun fills the atmosphere. I always find an excuse to go into the office especially during the holiday seasons. There is a bit of music and laughter and I always see them working away. They bring in unit potlucks and coffee for each other, they have team challenges, and push each other to strive. They have an immeasurable amount of team spirit and camaraderie. They recognize each other for their strengths and have each other's back. Even though they have a few team members who are not in the office with them at all times they still remain a strong and unified team. The team has gone through lots of changes and faced a lot of struggles, yet they still have a fun upbeat attitude, complete their work, and still manage to have tons of fun! One testament of this team is the leadership from the supervisor. Even though the supervisor is new to supervising, she has consistently worked on keeping the atmosphere fun and enjoyable while strengthening each of the team members. She has grown new members and programs successfully and gives all the credit to her staff. "

Business Advantage Network

"I nominate the BAN Unit. They are a cohesive team that works together to get the job done. Whether it's helping out with job fairs that others put on, or their own job fairs, or coming up with ideas to better help the community, such as the Business Center (more to come on this project), and Clean Slate Clinics. They are dedicated to what they are there for; to help the community to get a fulfilling job! I believe that this Unit is relatively unknown throughout the County since I had never heard of them before being assigned to them, but hopefully, things will be changing. They deserve to be known! They have in the past, and continue to win awards individually and as a team. This is a great group of people!"



Call Center (2)

1) "I've worked in different work units, and I really enjoy working with the Call Center. I feel a sense of family. We all work together daily to strengthen our skills to provide the best customer service to our population of customers. In this department we all work together, and everyone is willing to jump in and help out wherever necessary."

2) "I am nominating the call center team because there is a great sense of comradery in this team. The call center is on the front line for our customers; answering all types of questions, defusing heated communication and trying to get down to the main reason for a call. This team works together to help resolve customer concerns, while still maintaining positive and ready to assist the next caller. I enjoy coming in to work to hear this team helping our customers, helping each other and smiling all the while."

CalWORKs/Employment Services

"CalWORKs/Employment Services are the very definition of **TEAM**. Literally everything they do goes hand in hand with each other and these 2 programs. The real winners are the clients that get to experience the best of both of these worlds in their path to success and self-sufficiency. They have the upmost support whether it is eligibility or employment related. Marna Stock, Maria Sandoval, Norma De La Rosa, Yadviga Perebikovskiy, Misty Davis, Robyn Cesar, Holly Masters, Rita Giacomini and Melinda Martin take care of our clients in the intake and continuing eligibility realm, passing the reigns back and forth with Employment Services staff members Jamie Sweeney, Jamie Pellow, Jennifer Pettenger, Alexis Richardson, Karol Cruz, Jeff Lewis, Marisa Yarmolyuk, Luz Flores, Nidia Russi, Justin Lyman, Sara Pipes, Blair Holcomb, Linda Lane, Rebecca Duncan, Gegam Santourdjian, Alison Poroshin, Ellen Walker, Leticia Rios, Robert Hyland & Janis Aydelott. Amber Hirsch and Marisa Yarmolyuk assist every customer (and staff member) in reception and applying for benefits. Shout out to Sandy Gauthier & Brooke Williams as our Practitioners and Donna Hallman as our Analyst. CW/ES set the bar way up there!!!"

Colleen Cuffe's Unit

"This unit works well together. They are always friendly, helpful, and have fun at work."

Document Imaging Team(2)

1) "I would like to commend and nominate our DI Team for ALL that they do. DI is also our departments Unsung Heroes. They are seen, not heard but work diligently as a team to provide us all with DI results in a short period of time. I appreciate you all and thank you DI Team for being an integral part of Placer County's Human Resources Wheel."

2) "The Rocklin DI Team is the textbook example of an awesome support team. Scanning well over 1.5 MILLION images a year, the team ensures a 24 hour turnaround service that can't be beat. The team is extremely dedicated to their work, while remaining extremely approachable. (cont.)"

Team

HONORABLE MENTION:

Document Imaging/Don Post (cont.)

While the team is comprised of very different individuals, they come together to bring a similar dedication to their work.

Don is an excellent team leader. You may see him in the DI room scanning, running the courier route, or escorting vendors for facility issues. Don's commitment to excellence can be seen in his dedication daily operations as well as the Backfile Project. Spending countless evenings and weekends scanning paper case files, Don's commitment to the division's goal of no longer having paper case files in storage can't be beat. Jatinder is always friendly, helpful and willing to assist wherever there is a need. She can step in for Don when he is out of the office like a champ! Connie is a scanning expert. She is always willing to share her expertise with others. Oliver is amazing. Handling back up courier duties and scanning alike, he always greets people with a smile. Lisa is a jack of all trades. Happy to fill in where there is a need, and a whiz at indexing. If you don't know Victoria, she is a wonderful person, and quite the accomplished artist! She's also a master scanner/indexer in the DI Unit! Drew is dependable and gets the job done like a pro!

The day to day work of the division is heavily dependent on this team. They never let us down. They are an amazing group of individuals, and an outstanding "Team".

Sunset Reception Team (2)

1) "Sunset Reception Team works together to achieve great results by assisting the customer quickly, which has brought down the wait times for the customers considerably and they do it with a smile. They are very dependable and have worked very hard this year to cross train so they can assist where needed so the customers don't suffer if someone is out or unavailable. Anyone of them can step in. Sunset Reception decorates for the holidays, dress as a team every day by wearing the same color, and don't forget they celebrate their birthdays as a group. They do all of this and still give the customers 100% of their time when they walk through those doors. Over this last year, we have received notes from customers on how well they were treated when they came into our office. Go Sunset Reception."

2) "Reception is an amazing team. They are always personable and compassionate to every customer that walks in the door (even the ones that might not always deserve it). It can sometimes be very challenging putting together a team that is required to work so closely with each other and the public. Each person on their team has a strong personality, but a huge heart which shows through in all of their interactions with the public. As different as each of their personalities are, they complement each other so perfectly. Each teammate is willing to go over and above for each other and each customer that walks in the door. They can lean on each other for support and be each other's cheerleaders on the rough days. No matter what the needs are for each customer that walks in the door, the reception staff does everything they can to meet and exceed those needs even if it isn't a typical job requirement for them. The morale has changed so much over the past year in reception. I consistently see workers, seniors, supervisors, and managers up there checking in on the quote of the week, the new seasonal scene on the Placer decal, and just to relax and catch up on some much needed laughs. The Reception team truly is a crucial piece of the unique, compassionate experience that customers have when they visit us at Placer County."

Team Auburn Employment Services

"True – this nomination might be somewhat biased, however, I cannot pass up the opportunity to recognize the amazing team I'm privilege to be a part of. Team Auburn ES is more like a family than a place of employment. I know that my co-workers are there for me during the good and bad of a work week, or a home mishap (water damage from a leaky water heater). The team is quick to pitch in and get the job done when there is an immediate need, or staffing is slim for a day. I'm privilege to work with such an amazing team that works hard to engage our participants, provides feedback on a difficult case, and offers support in times of feeling deflated. The team eats lunch as a family just about every day and we have some amazing pot lucks. Go The A Team!"

Nataliya Kurinna and Victor Vazquez's Units

"The Supervisors of these units work extremely well together and through their leadership the teamwork is reciprocated between all staff in the units. Through their own volition the Supervisors have begun to cross-train staff in procedures for completing both application types. This allows for staff to shift duties across units when workload requires."

Recently there has been a long term vacancy in the BCW unit and one worker, Liza Aushev, has been splitting time between Intake and BCW. This has occurred seamlessly without any problems. In fact within and between the units workers are always ready to jump in and help each other out at a moment's notice. While it is typical in organizations for people to silo and only complete their work that is not the case in this instance. I can't say enough how much I appreciate this type of teamwork, and how much it improves our morale and efficiency."